State Library of North Carolina
Access to State Government Information

WORK GROUP MEETING #2
JUNE 17, 2004
MEETING NOTES

I.   OVERALL APPROACH TO PROVIDING PERMANENT PUBLIC ACCESS. SHOULD THERE BE A GOVERNING BODY THAT CONTROLS STATE GOVERNMENT INFORMATION POLICY?

IDEA #1.   Office of Budget and Management controls policy through the E-Government Act.
- Discussed this idea but didn't like it, since doing equivalent through state would only control the executive branch cabinet level agencies, not control the Council of State Agencies, or Judicial or Legislative branch.
- Didn't like the idea because it could be used to control information content and end up restricting public access. Press associations would lobby against it.
- Political impossibility, beyond the control of the Dept. of Cultural Resources

IDEA #2.   Dept. of Cultural Resources maintains control for publications and records; adjusts rules and guidelines to encompass digital information.
- Statutes already cover information in all formats, but so far have been interpreted more narrowly by the State Library and Archives and Records to focus only on paper, but "printed" does include printed to the web.
    o May need to redo the rules, but easier than creating a new statute
- Opportunity to leverage our existing resources, work with what we have in place, and not rock the boat prematurely
- The State Library and State Archives and Records will need to work closely together to provide PPA. Will need to improve enforcement mechanism.
    o Some possibilities: team up with an enforcement office, e.g. the Office of State Auditor
    o State Library team up with records analysts to identify and collect digital information
- Will need to change the culture and image of the State Library and State Archives and Records
- Will need to gather support from our own agency before moving to the larger state government environment
    o May want to find outside agency/people to present or support a new program.

- NCLA
- Secretary of State, Office of Administrative Hearings
    o Get a picture of what we want/need first before taking it higher up.
- Will need to add information technology resources
    o Would need to somehow work with statewide Information Technology Services or get their approval to go ahead on our own.
    o Come up with a good "requirements document" to prove our case for PPA and a permanent digital repository and bring this to the ITS CIO
        - Demonstrate our business case and our needs before considering what technology we want to use – puts on the higher group
        - Build off of the work that we did with the "To Be Vision."
- Come up with a compelling example that the public and/or decision makers will appreciate.
    o Test different solutions, focus here less on the big "overall" picture and more on specific problems and technology needs.
    o Start with something small and presentable to prove our case.
    o Use lessons learned from small projects when writing up the "requirements document."
    o Use test cases to identify best practices
    o After testing, begin a more intense marketing strategy
- Continue to keep level of awareness in state agencies and libraries.
    o Distribute executive summary of White Paper to all agencies.
    o Distribute white paper to depository libraries.

II.   ACCESS AND GILS

Access Question: Why do we need GILS access to databases?
1. Use of the GILS representation of the data within the database can get the user closer to the actual data.
2. Commercial search engines are in the business of making money, not necessarily providing the best search.
3. Allows search and browse simultaneously at the local level.

Access to database from different points in the stream of information

Upstream	Midstream	The Dock
Google	FIND NC	Actual Agency Database

III.   SURVEY IDEAS FOR LIBRARIANS AND AGENCY STAFF
- What kinds of tools and services do you use?
- Have you done studies on your on your users? What do you know about them?
- Collect finding aids that libraries have created (if they exist) for patrons to identify what kinds of searches are being done and what people need help with.

- Study transaction laws and web trends/statistics to identify search terms and popular websites from state agency sites.
- Collect library use statistics for paper documents (if they exist) to identify popular paper documents.
- Historical versus current information:
  o Which is considered more important?
  o Which is harder to find?
- For libraries: web versus in-house collection.
- Discuss typical reference questions (FAQs) as well as more unusual ones to get a complete sense of the range of use.
- Learn more about information needs through the State Library user needs survey.
- Legacy collection: present list of potential documents for collection
  o Divide in categories by type or by agency.
- Advertising the survey to get better response
  o Could get word out through N&O Connect Section
  o Work through public libraries, Friends of Libraries
  o Work through SLA
  o Possibly team up with ESC offices to reach the "regular user."
- Compare perspectives between users, librarians, and agency staff.
- Check if we need approval to survey the citizenry directly (for state government, could be AG's office).